

### 3.25.20 HEALTHCARE SYSTEM NAVIGATION

Town of Eastham Staff consisting of personnel from the Eastham Police, Fire, Health, and Administration departments are closely monitoring developments with the Coronavirus (COVID-19). We are working closely with our healthcare providers here on Cape and would like to advise our residents of the following protocol with regard to accessing healthcare/COVID-19 testing.

Currently, residents will fall into one of the three categories' depending on their primary care provider: Cape Cod Healthcare Primary Care, Out of network Primary Care, Outer Cape Health Services Primary Care. Please see protocol for each below:

#### **CAPE COD HEALTHCARE PRIMARY CARE**

1. Call your primary care provider and let them know what your symptoms are.
2. Primary care provider will screen you over the phone and may provide an electronic order for testing.
3. If an order for testing is submitted, you will be sent to a Cape Cod Healthcare drive-through testing site.

#### **OUT OF NETWORK PRIMARY CARE**

1. Compile a list of your symptoms and call the hotline at 508-862-5595. From here, a healthcare professional will screen you by phone.
2. HOTLINE IS AVAILABLE MONDAY THROUGH FRIDAY 8am - 7pm. SATURDAY & SUNDAY 8am-4pm.
3. If necessary, you will be sent to a drive-through test site or referred to one of our Urgent Care facilities (such as Fontaine in Harwich).
4. If necessary, you may also be sent to one of the Triage Tent facilities at Cape Cod Hospital or Falmouth Hospital.

#### **OUTER CAPE HEALTH SERVICES PRIMARY CARE**

1. Call ahead at 508-905-2888 to be screened on the phone; do NOT go directly to any of the health centers.
2. If you meet criteria for testing over the phone, your Outer Cape Health Services (OCHS) provider will schedule a time to meet you for test swabbing outside at one of the health center ambulance bay areas.
3. OCHS will concurrently test for influenza and COVID-19. All tests will be going to a private lab and results generally take 3-4 days minimum.
4. Once results are received, OCHS staff will contact you and provide any further medical counseling.

It is essential that all follow this protocol to help our health care system provide timely, effective and safe healthcare to all. DO NOT SHOW UP AT ANY HEALTHCARE FACILITY UNANNOUNCED, ALWAYS CALL FIRST. IF YOU FEEL YOUR HEALTH CONDITION IS LIFE THREATENING, CALL 911.

**\*\*Please continue to check back for updates as protocols are subject to change given the evolving situation.**